Delay/Cancellation of Indian Airlines Flight

625. SHRI P. N. SUKUL: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government have received reports of the difficulties and ordeals through which passengers having proper tickets for specific flights have to undergo when the respective flights are inordinately delayed or cancelled;

(b) if so, what is the reaction of Government in the matter;

(c) what amenities Government proposes to provide to passengers in such circumstances; and

(d) what are the details of the proposed arrangements?

THE MINISTER OF ENERGY WITH ADDITIONAL CHARGE OF THE MINISTRY OF CIVIL AVIATION (SHRI ARIF MOHD. KHAN): (a) Government are aware of the difficulties of the passengers in case of delayed/cancelled flights.

(b) to (d) On the advice of the Government, several measures have been taken by Indian Airlines to provide amenities to passengers when flights are delayed/cancelled:—

Provision of accurate information to passengers through the media and other means.

Increase in the number of telephones and auto-answering machines.

Installation of HF-SSB sets at more stations to communicate flight information between stations promptly.

Dissemination of information through tele-text at Delhi.

Provision of more Customer Service Units.

Provision of meals and stay at hotels in case of delays of longer duration.

Designating officers for supervision at different locations and providing assistance in the matter of refunds, taxi vouchers, hotel accommodation, retrieval of baggage etc.

Settlement with the Union Carbide Company

626. Shri P. N. SUKUL:
SHRI SHIV PRATAP MISHRA:

Will the Minister o f PETROLEUM AND CHEMICALS be pleased to state:

(a) whether the Union Government have decided to have re-examined the settlement earlier arrived at with the Union Carbide Company for providing relief to Bhopal Gas disaster victims; and

(b) if so, what are the details thereof?

THE MINISTER OF PETROLEUM AND CHEMICALS (SHRI M. S. GURUPADASWAMY): (a) and (b) Yes, Sir. The Government have decided to support the petitioners for review of the Settlement Order dated 14-2-1989 and 15-2-1989 of the Supreme Court. Government have also decided that criminal liability of the Union Carbide Corporation and Union Carbide (India) Ltd., should not be done away with. Government have also decided to pay Interim Relief to all residents in the 36 severely effected wards of Bhopal.

Execution of Tehri Project

627. DR. BAPU KALDATE : Will the Minister of ENERGY be pleased to state;

(a) whether the Tehri Project on the river Bhagirathi and Bhilanganga is being stalled;